



<b>TRANSMITTAL MEMORANDUM</b>
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TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, City Manager

DATE: January 15, 2021

RE: **Annual Report on the Implementation of the Ketchikan Public Library 2018-2022 Strategic Plan**

Ketchikan Public Library Director Pat Tully has requested an opportunity to address the City Council, in order to present the Annual Report on the implementation of the Library's 2018–2022 Strategic Plan.



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**Memorandum**

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**To: Karl R. Amylon, City Manager/KPU General Manager; Lacey Simpson, Assistant City Manager/KPU Assistant General Manager**

**From: Pat Tully, Library Director**

**Date: January 13, 2021**

**Re: February 4 presentation on the Library's activities in 2020**

The Ketchikan Public Library 2018-2022 Strategic Plan was implemented beginning in January 2018. One objective of the plan is to keep the City Council and Borough Assembly informed of the plan's implementation. To this end, I would like to give a short presentation to the Council at their February 4 meeting summarizing the Library's activities in 2020, with particular emphasis on changes in service in response to the pandemic.

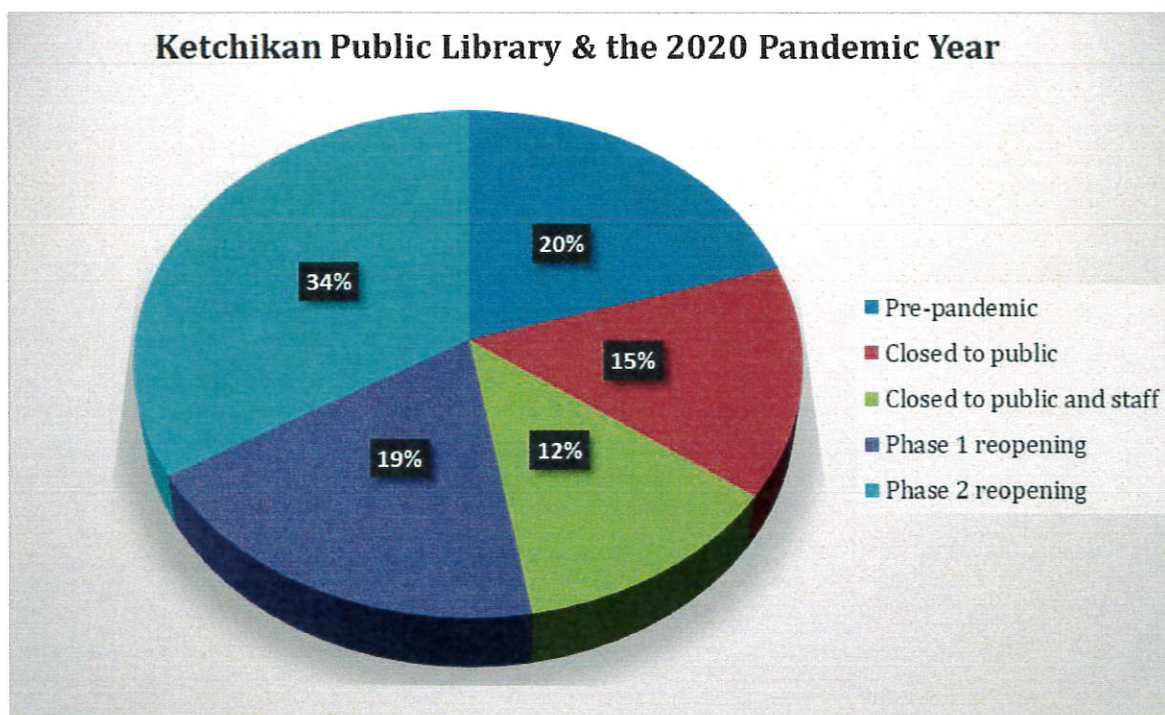


## ***Annual Report on the Implementation of the Library's Strategic Plan***

***January – December 2020***

The Ketchikan Public Library 2018-2022 Strategic Plan was implemented in January 2018. One objective of the plan is to keep the community informed of the plan's implementation; to this end, we submit the annual report for the period January – December 2020.

The COVID-19 pandemic and the community's response determined the Library's activities in 2020; this report is organized accordingly.



### **Pre-pandemic (January 1 – March 14)**

#### ***Children's Services***

- The Children's Library Noon Year's Eve party on December 31, 2019, attracted more than 80 children and parents to welcome in 2020.
- Children's Services established the Jumping Genres Book Club for children ages 9-12.
- Rebecca Jackson started seeds for the third season of the Children's Community Garden.
- Children's Services held Saturday Storytimes, to serve families who were not able to attend on Thursday mornings.



## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***



-Amie Toepfer held a special Stuffed Animal Sleepover Storytime—children left their stuffed animals at the Library overnight, and the Library posted pictures of their adventures on Facebook.

-Community-led Storytimes included a dance by the Ketchikan Theatre Ballet, a representative from the Tongass Federal Credit Union, and Chef Chris from Cape Fox Lodge.

### ***Adult Services***

- For the first time in over a year the Library was fully staffed when Lana Clark began work in January as Library Assistant I in Adult & Technical Services.
- Lisa Pearson held a Seed Swap and Gardening for Non-Gardeners on February 29.
- Adult Services offered four adult craft programs, Mosaics; Loom Knitting; Valentine Fortune Cookies; and Calligraphy.
- Fifty adults participated in the first annual Adult Winter Reading Challenge.
- The Library hosted a Social Security Readiness webinar in January.
- In February, Chuck Haberbusch gave a talk: A Polar Dream: Walking Across Greenland.
- Patron-led programs included weekly Chair Yoga with Hilary Koch and Yoga Stretch with Amy Cummings; Free Style Book Club led by June Dahl, and Financial Challenge Club led by Rachel Breithaupt. In February, AARP tax volunteers provided free tax help on Wednesdays and Saturdays.
- On March 7, the Library, Ketchikan Museums, and the Ketchikan Visitors Bureau screened Ketchikan: The Bush Pilots, followed by a panel discussion with local pilots on the history of Ketchikan aviation.

### ***Teen Advisory Group (T.A.G.)***

- The Teen Advisory Group hosted monthly Next: Real Life programs in January and February, one on Time Management and the other on Job Interviewing Tips with a panel of local employers.
- The Teen Advisory Group celebrated National Hot Chocolate Day in January and National Pokemon Day in February.

### ***Outreach Services***

- Outreach Services expanded to serve homebound patrons well north and well south of town, as well as in the City of Ketchikan.
- Outreach partnered with KPU Telecommunications on a Senior Tech Talk in January, and established permanent Book Share collections at Salvation Army and Park Avenue Temporary Home.

## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***

### ***Multiple Library Divisions***

- Staff from the UAS-Ketchikan Campus Library, the KGB School District Libraries and the Public Library participated in the 2020 Wearable Art Show with an entry entitled Genrefication.
- The Library conducted its annual inventory of collections February 18-21.
- On February 19, the staff received AHA Heartsaver First Aid training conducted by Greg Karlik of the Ketchikan Fire Department.
- Children's and Adult Services held surprise books to check out in February—Don't Judge a Book By Its Cover; and Blind Date With a Book.

### **Closed to the public, but not to staff**

The Library closed on March 15 due to the pandemic. There were times throughout the year when the Library was closed to the public, but staff were able to work in the building. Staff wore masks, practiced social distancing, and sanitized frequently-touched surfaces several times a day.

The Library offered Curbside Service for residents with Library accounts. In the spring the Library also offered Grab Bag Service to any resident—with or without a Library account—to receive on request 5 free books from the Friends of the Library book sale collection. Many thanks to the Friends for their generosity in allowing us to give away Grab Bag books.

Although many libraries suspended interlibrary loan services during the pandemic, the Ketchikan Public Library's Tammy Dinsmore continued to fulfill our patrons' requests. She processed 254 requests in 2020.

### **Closed to the public and to staff (March 22-May 5)**



On March 22 the Library, with other City facilities, was completely closed to minimize the spread of COVID-19. A staff member checked on the building daily, watered the plants, emptied the book drop and replenished the Federal tax and PFD forms outside the front door. Staff worked from home as much as possible, and the City IT Department enabled staff to remotely access the City's New World financial system and the Library's SirsiDynix library system. Office Manager Kelly Johnson processed financial and payroll transactions, and Adult Services Library Assistant II Tammy Dinsmore updated and cleaned up records in the Library's online catalog.

Starting with Head of Children's Services Amie Toepfer, many Library staff members developed video programming for children, adults and teens to post on Facebook and Instagram. In early April, Library staff began recording a weekly classic story to air on KRBD Community Radio.

The Library encouraged patrons to use the Alaska Digital Library (ADL) to access electronic and audio books, and issued digital-only cards on request to residents who did not have a Library



## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***

account so they could use the ADL. The Library purchased additional electronic and audio titles at this time to meet increased local demand.

### **Phase 1 reopening (May 26-August 3): Grab and Go**

On May 26 Library opened to the public for limited, grab-and-go services. We reduced the Library's open hours from 58 to 48 hours a week, to have a minimum of four staff in the building to sanitize computers and frequently-touched surfaces. The City's Building Maintenance staff prepared the Library for opening, installing Plexiglas at circulation and in front of the Children's Library. The crew from Streets moved tables and chairs into storage in the large meeting room, to encourage patrons to browse, check out items and take them home without lingering in the building. Amie Toepfer and Lisa Pearson created directional signs in the aisles.

The Children's Library remained closed because it was impossible to ensure that small children maintain a 6-foot social distance in the Children's stacks, storytime and play areas. Instead, many popular children's books and DVDs were displayed in the main library. New adult books were moved to the window wall, to facilitate social distancing while browsing.

We closed the Library's meeting and study rooms, and did not hold in-person programs or events. We did, however, continue to create and post video programs via Facebook, as well as a weekly radio program on KRBD.

The Library offered Curbside hours twice a week, but few patrons used the service once the building was open to the public.

### **Phase 2 reopening: Individual Reading & Study**



On August 4 Library entered the next phase of reopening. Individual desks and chairs were placed around the main Library area and the Teen Room. The Children's Library was opened with the storytime and play areas blocked off, so families could freely browse the Children's collections but could not congregate.

Teen Liaison Kelly Johnson, in consultation with members of the Teen Advisory Group (T.A.G.), redecorated the Teen Room for the fall, with a full-size Bob Ross (with squirrel) and new posters.

Head of Adult and Technical Services Lisa Pearson created eleven adult craft explorer kits that can be checked out to adults over the age of 16. Each kit contains tools and supplies to try one of several new crafts: crochet; embroidery; felting; jewelry; knitting; quilling; weaving; pastels; acrylics; watercolor; and loom knitting.

After several months of being open to the public, the Library closed on November 5 due to a high community COVID-19 risk level. Up to five staff could work in the building at a time; others worked

## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***

from home. The Library offered curbside service, which proved very popular while the Library was closed. The Library reopened on December 2 with Phase 2 services.

As of December 31 the Library remains at Phase 2. Curbside service is available by request. The Library is open from 10am-6pm, Monday through Saturday.

### **Programs during the pandemic**

When the Library closed to the staff and public on March 22, Library staff developed a variety of online and other COVID-safe programming, which has continued through the year:

#### ***Children's Services***

- Rebecca Jackson grew chives, rhubarb, kale, strawberries, celery and flowers in the Children's Community Garden; people were encouraged via Facebook to harvest these for their use.
- Two Facebook Live events featured the Puppet Art Theater Co.: The Boy Who Cried Wolf, and Three Billy Goats Gruff.
- Ann Marie Meiresonne, Rebecca Jackson and Amie Toepfer recorded weekly Facebook Storytime, Babytime and Romps and Rhymes programs for children. Many children's book publishers suspended their copyright restrictions early in the pandemic so their books could be read on Facebook.
- The virtual Children's Summer Reading Program ran through the end of July, with pins and prizes for participants. The Read On Program continued through the end of August.
- Head of Children's Services Amie Toepfer hid story jars throughout the island in the summer and fall, and asked families to post photos of their finds.
- Beginning in August, Family Maker Bags have been offered daily with new themes regularly available, so that every day a family can pick up a project to create and learn at home.
- Amie Toepfer recorded and posted on Facebook a book chat for children's books.
- In November in honor of Native American Heritage Month, Rebecca Jackson conducted a special Romps and Rhymes that featured a Tlingit story and a dance by her father Nathan Jackson.
- Children's Services worked with the Ketchikan Police Department on their Christmas Card contest, distributing instructions and supplies to interested children.
- Children's Services prepared monthly STEAM (Science / Technology / Engineering / Arts / Mathematics) virtual programs and maker bags.
- With a Zoom platform provided by the Alaska State Library, Amie Toepfer led a twice-monthly virtual book club for tweens called Bookin' It.
- The Kids' Winter Reading Program ran virtually from December 1-31 via Beanstack.

#### ***Adult Services***

- Gayle Brooks and Lisa Pearson created instructional videos for adults on gardening, cooking, mask making, and crafts. Gayle recorded a weekly program entitled DIY With Gayle.



## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***

- Pat Tully recorded weekly Reading Aloud Facebook readings of classic short stories.
- In October the Library participated in the Alaska Reads program featuring Heather Lende's book, *Find the Good*. Lisa Pearson arranged for two virtual discussions of the book, one with Heather Lende.
- Michelle Lampton of the UAS-Ketchikan Campus Library led virtual National Novel Writing Month (NaNoWriMo) events in November, holding regular meetings via a Discord server.
- Adult Services offered two adult maker bags per month, with instructions and materials for making a craft.
- Ben Edwards, financial advisor at Edward Jones, conducted monthly Financial Literacy Seminars via Zoom.
- Lisa Pearson conducted a Thanksgiving Kindness Challenge, eliciting 180 cards and letters for residents of Long Term Care. In December, the Library conducted a Christmas Kindness Challenge, accepting holiday cards and letters to deliver to residents of Long Term Care and the Pioneer Home.

### ***Teen Advisory Group***

- T.A.G. regularly posted and shared posts with local teens via Facebook and a new Instagram account.
- T.A.G. created a virtual Teen Summer Challenge program lasting from June 1st through August 31st that included weekly science experiment kits (with YouTube video tutorials), reading and personal goals, and prizes for participating teens thanks to community support and the Friends of the Library.
- The Next: Real Life programming series for high school students was re-created into videos available on the library's YouTube channel for easier access by teens, educators, councilors and the community in general.
- A new video series was created and posted on the library's YouTube channel in collaboration with T.A.G. members titled "School Hacks" to help elementary and middle school students with the transitions into the upper classes that were complicated this fall due to the COVID situation as well as with school situations and assignments in general.
- T.A.G. held its 13th annual Not-Quite-Halloween Party for teens outdoors in a decorated Children's Community Garden. It was a socially-distanced, grab-and-go affair with (safely) bagged treats.
- T.A.G. provided 'Zen to Go' stress-relief bags to teens in November, and Gifting bags in December with instructions and supplies to make holiday gifts for family and friends.
- T.A.G. is hosting a "battle board" of Manga vs. Graphic Novel characters in the Teen Room with teens voting both on line and in person. The first rounds have wrapped up and the semi-finals will begin in the new year.

### ***Outreach Services***

- During lockdown in March and April, Rebecca Brown called homebound patrons weekly.



## ***2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan***

- In May Rebecca Brown began conducting 'ding-dong-ditch' COVID-safe deliveries to homebound patrons of library materials and maker bags.
- Outreach Services established a new Book Share for teens at Public Health.
- Rebecca Brown kept in touch with Ketchikan Correctional Center and senior centers to provide services and materials when possible. She has delivered materials to the Regional Youth Center, WISH and homeless shelters.
- With bookcases provided by an anonymous donor, Outreach Services established Book Shares at PATH and First City Homeless Shelters.
- Rebecca Brown joined the Re-Entry Coalition to support people just released from the Correctional Center, and established a Book Share for them.

### ***Multiple Library Divisions***

- The Library's program on KRBD, Reading the Classics, aired on Tuesdays at 6:30pm, with Library staff taking turns to read their favorite classic tales. Library Assistant I Shawna Carter recorded several stories, and created a Google spreadsheet to keep track of the stories and authors read for the program.
- The Library has made accessible many of its online programs via the Ketchikan Public Library YouTube channel.
- Throughout the fall, Adult Services distributed Time Capsule kits created by the Tongass Historical Museum. The Teen Advisory Group collaborated with the Tongass Historical Museum on their Time Capsule Kit "expansion packs" for teens and adults that came out in November.
- Children's Services, Outreach Services and Teen Liaison Kelly Johnson reached out to FastTrack and homeschooling families to provide support and instructional materials, including the Scholastic Teachables database.

## **Miscellaneous**

- Since March, Director Pat Tully has served on the Ketchikan Emergency Operations Center as part of the Public Information Officer's team. The Library made available CARES Act Assistance forms, masks and hand sanitizer to the community.
- The heating system suffered a major leak earlier in the fall, and Building Maintenance staff had to cut a two-foot square access hole in the concrete floor near the fireplace. Ketchikan Mechanical successfully replaced the leaking part and Building Maintenance covered the hole with an access panel and then with carpeting.
- Senator Lisa Murkowski has nominated the Ketchikan Public Library for the 2021 National Medal for Museum and Library Service. The Institute of Museum & Library Services will announce finalists for the medal in early 2021.

## Friends of the Library

The Friends of the Ketchikan Public Library held a one-day book sale at the Library on February 22, featuring a Collectors' Table with books worth more than \$1. During the pandemic, the Friends of the Ketchikan Public Library organized small theme book sales at the Plaza: One featuring children's books in August, one featuring trade paperbacks in September, and one featuring mysteries and thrillers in October. The big October book sale did not take place this fall due to the pandemic.

## Conclusion

Through much of 2020, the Library building has not been able to serve as a gathering place due to COVID-19. This is particularly difficult for families who were used to coming in and using the Children's Library play area, and teens who used the Teen Room and study rooms for group work and games. The Library's Phase 2 reopening has allowed many individual patrons to sit in the Library to read and study. Once the pandemic is over, the Library will once again be fully open for families, groups and in-person programs.

Library staff have responded to the closures and restrictions due to COVID by focusing on how to serve the community in this unprecedented time. Facebook is the most popular platform for online programs for Ketchikan residents, but many people do not have easy access to computers or the internet. Library staff worked with KRBD Community Radio to do a weekly half-hour radio program, Reading the Classics, to reach people without computer access. Amie Toepfer, Head of Children's Services, found ways to safely provide interactive children's programming through Story Jars and Family Maker Bags. Adult Services, Outreach Services and the Teen Advisory Group have adopted maker bags for their patrons as well.

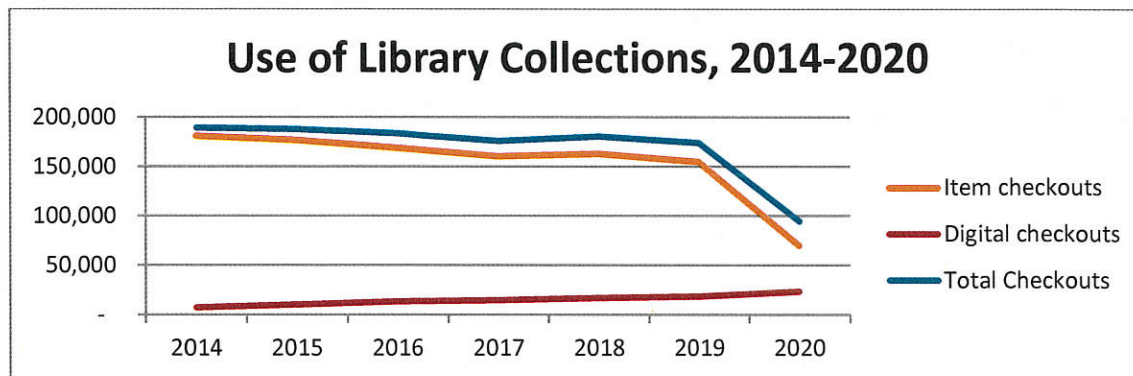
The Library continued to engage with community groups and individuals. Because of the lockdown, the annual joint Friends of the Library-Library Advisory Board meeting in April was cancelled, but all other meetings of both groups took place, and members provided valuable suggestions and assistance through the year. Office Manager Kelly Johnson kept in touch with Teen Advisory Group members through the lockdown, and Outreach Librarian Rebecca Brown regularly reached out to homebound patrons, senior centers and the Ketchikan Correctional Center and provided materials and help when possible.

Thanks to the support of our First City Libraries partners at the UAS-Ketchikan Campus Library and the Ketchikan Gateway Borough School District Libraries, as well as the City and Borough and all of Ketchikan, the Library has persevered in this very difficult pandemic year. We will continue to explore new ways to provide materials and assistance to Ketchikan residents through the end of the pandemic and beyond. By the end of 2021, we hope to be able to serve once again as a safe community gathering space, with in-person meetings and programs.



## Statistics

**Library Collections:** The use of the Library's physical collections decreased sharply due to the pandemic, from 154,986 checkouts in 2019 to 70,418 checkouts in 2020. Use of the Library's digital electronic and audio books through the Alaska Digital Library increased 26%, from 18,843 in 2019 to 23,812 downloads in 2020.



**Library Programs:** As mentioned earlier in this report, the Library began 2020 with a full slate of in-person programs for every age group, but when the Library shut down in March due to the pandemic all in-person programs were cancelled. Library staff quickly developed a variety of online programs, posting them on Facebook and later on the Library's new YouTube channel. In addition, the Library now has a weekly program on KRBD Community Radio.

Online programs with the most views on Facebook:

	Video	Posted	Views > 3 seconds
Children	Kitchen science fun	5/4/2020	5.4K
Adult	Adult take-home craft: Felt Fortune Cookies	10/3/2020	3.3K
Outreach	Homeschool tips with Fast Track	8/21/2020	2.3K
Adult	Make your own mask	4/16/2020	1.7K
Adult	Crazy cake	4/6/2020	1.7K
Adult	Mailbox Kindness Challenge!	11/12/2020	1.4K
Children	Nail polish painted mug	4/10/2020	1.2K
Outreach	Outreach Librarian Rebecca Brown	4/19/2020	994
Adult	Harvesting and replanting a pineapple	3/30/2020	944
Adult	No sew face masks	4/6/2020	921
Children	Online Song time with Ann Marie!	4/6/2020	858
Children	Native American Heritage Day with Nathan Jackson	11/27/2020	764
Adult	Shawna Carter, Ketchikan Public Library	4/25/2020	695
Children	Ketchikan Public Library Presents Puppet Art Theater	8/26/2020	554



## 2020 Annual Report - Implementation of the Ketchikan Public Library's Strategic Plan

Online videos with the most views on the Ketchikan Public Library YouTube channel:

	Video	Posted	Views
Adult	Reading Aloud: The Custom House, part 1	9/7/2020	30
Adult	Reading Aloud: Benjamin Franklin	5/30/2020	28
Adult	Reading Aloud: Edith Wharton, The Other Two part 1	9/14/2020	29
Adult	Reading Aloud: Nathaniel Hawthorne, The Great Stone Face	5/23/2020	27
Adult	Reading Aloud: Henry David Thoreau, Life Without Principle	5/20/2020	20
Teen	Next: Real Life - Options	6/10/2020	18
Adult	Reading Aloud: Louisa May Alcott, An Old-Fashioned Thanksgiving	11/21/2020	15
Adult	Reading Aloud: Edith Wharton, The Other Two part 2	9/14/2020	15
Adult	DIY With Gayle: Making Pin Cushions	9/5/2020	14
Adult	Reading Aloud: Henry David Thoreau, Cape Cod, Chapter 1	9/26/2020	13
Teen	School Hacks: Time Management	9/1/2020	13
Teen	TSC Chemical Experiment: Citric Acid and Sodium Bicarbonate	6/23/2020	12
Adult	DIY With Gayle: Making Harry Potter Wands	10/17/2020	12

## 2018-2022 Strategic Plan Goals

**Goal 1: The Library is Ketchikan's Town Square:** The Ketchikan Public Library is a welcoming, beautiful, inviting place that is rooted in the community and allows people to be themselves – alone or with each other. The Library fosters a more cohesive, healthy and informed community.

**Goal 2: The Library Serves the Ketchikan Community:** The Ketchikan Public Library promotes learning, growth and personal enrichment for people of all interests, abilities and needs, in every stage of life. The Library provides services both within the facility and throughout the Ketchikan Gateway Borough for a community of diverse backgrounds, cultures and languages. The Library delivers materials in a variety of formats, and provides updated equipment, Internet access and assistance using digital and online materials.

**Goal 3: The Library Engages With the Community:** The Library effectively markets its services, programs and resources to the Ketchikan community. The Library invites community input and participation in its work, to meet the needs of both currently served and underserved constituencies. The Library works with other partners to pursue goals of community importance.

**Goal 4: The Library is a Growing, Vibrant Organization:** The Ketchikan Public Library has a culture of outstanding customer service and a commitment to the concept of the Library as a community good. Library managers value and respect all staff members in their pursuit of excellence, and foster support through advocacy, professional development and an atmosphere of creativity and open-mindedness. The Ketchikan Public Library has a nimble organizational culture that adapts to changes in the community of Ketchikan.